

Site visits saved and customer satisfaction score up to 9.29 with Vyn



Wales & West Utilities, gas distribution network to over 7.5 million people, partnered with Vyntelligence to digitise new connection requests and customer complaints reporting

The Challenge

Wales & West Utilities needed to see what their customers see at site

New Connections

Our client, a leading gas distribution network, found that physical site surveys were time consuming and constrained the speed of new connections/alterations. This impacted cost to serve and customer experience.

Lack of visibility often led to aborted visits, delaying customer request fulfilment.

Customer Complaints

Customer complaints were difficult to resolve within the next-day SLA without visual evidence of the issue.

“The key to the success of this technology is simplicity. A vulnerable customer needed an alteration urgently. Instead of waiting for potentially 11 working days for a quote, using Vyn, the quotation was raised, surveyed, and sent within 30 minutes.”

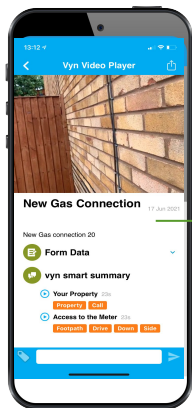
Claire Edwards, Customer Service Manager, Wales & West Utilities

The Solution

Simple and digital customer engagement with Vyn SmartVideoNotes

When requesting a new connection/alteration, customers are digitally guided to show site information with short video. A quote can be formalised on the same day/next day without needing to travel to the site.

The platform’s dashboard gives decision-making managers access to all the information they need relating to engineering requirements, traffic management and any obstructions that could cause delays, eliminating the need for the manager or surveyor to attend site ahead of the engineering team.



Customers show site information by responding to the question on-screen.

Vyn SmartVideoNotes is available offline and doesn't require any app download.

Improved customer experience, reduced costs and resource optimisation



70% of site survey Vyns received have resulted in a saved visit

Enabling customers to 'show and tell' their site information in a short video reduced the volume of in person site visits needed



OFGEM Customer Satisfaction Score improved from 8.24 to 9.29

Average OFGEM Customer Satisfaction Score for connections work has increased by 12% with Vyn in 6 months



£9,500 a month saved in survey costs

Fewer site visits save travel and survey costs, putting Wales & West Utilities on track to save around £115k a year



30 minutes to raise, survey and receive a quote

Streamlined the connections customer journey, delivering same-day quotations, informed by site footage and improving customer experience

Key Success Factors

- Leadership commitment and support
- Simple-to-deploy, the technology was delivered remotely and integrated with existing processes
- Ability to iterate and change with agile delivery
- Internal engagement initiatives to increase adoption
- Video as data and dashboards to highlight next actions increased data-driven intelligence



Real-time tracking, collaboration and remote monitoring